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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/386,787	08/31/1999	THIRU SRINIVASAN	1539-(42059-	1797

20350 7590 09/11/2002

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EXAMINER

HO, CHUONG T

ART UNIT	PAPER NUMBER
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2664

DATE MAILED: 09/11/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.
09/386,787

Applicant(s)
Thiru Srinivasan

Examiner
Ho

Art Unit
2664



-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE three MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136 (a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on Jun 14, 2002.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-8, 10, 11, 13-21, and 23-27 is/are pending in the application.
- 4a) Of the above, claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-8, 10, 11, 13-21, and 23-27 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claims _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
*See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).
a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892) 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948) 5) ☐ Notice of Informal Patent Application (PTO-152)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s). _____ 6) ☐ Other:

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1. The amendment filed 06/14/02 have been entered and made of record.
2. Applicant's amendment with respect to rewritten claims 1, 15 have been considered but are moot in view of the new ground(s) of rejection.
3. Claims 1-8, 10-11, 13- 21, 23-27 are pending in the application.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 1-8, 10-11, 13-21, 23-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Andrews et al. (U.S. Patent No. 5,848,143) in view of Beck et al. (U.S. Patent No. 6,212,178 B1).

In the claim 1, Andrews et al. discloses the central controllers (central processor) are adapted to generate the control signals based upon status messages received from the agent systems, requested service data from the network, and optimization parameters (see col. 3, lines 15-20); comprising:

- ◆ a agent interface through which agents may establish a connection with the system through a personal computer, wherein the agent interface includes a plurality of interactive buttons for manually indicating agent status (see figure 2, 6A, 6B, col. 13, lines 45, 52, the interface 452 also permits the user of the workstation to request that the

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active central controller change the call availability status of the workstation to permit the workstation to place an outgoing call, although it is important to note that the control and service request functions permitted by the graphical interface 452 are subject to the control of the active central controller. In other words, although the workstation may request that its call available status be changed, unless permitted by the active central controller, the user workstation may not change the availability of the workstation to receive an outside call);

- ◆ central processor further including an agent status module which is configured to compile and present on an interface the agent status information for a plurality of the agents connected to the central processor (see col. 3, lines 15-18, the central controllers are adapted to generate the control signals based upon status messages received from the agent systems, requested service data from the network, and optimization parameters, see col. 6, lines 50-55);
- ◆ a user memory which includes personal information (e.g., telephone number, customer account number, Internet address, etc.) for the user that have establish a line of communication, wherein the central processor retrieves the user information when a connection is detected, and user information is presented to the agent with which a line of communication has been established (see col. 12, lines 38-40, based upon caller-identifying information received from the call (e.g., telephone number, customer account

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number, Internet address, etc., so as to permit the individual agent to be better able to handle the call);

- ◆ a queue within which connecting to the user may be directed when a first predetermined condition is detected by the processor, and which may be connected with an agent when a second predetermined condition is met (see col. 15, lines 10-12, see col. 17, lines 37-40).

However, Andrews et al. does not disclose providing for establishing a line communication between the users and the agents based on a mode of communication selected by the user.

Beck et al. teaches an enterprise-hosted multimedia telecommunication center is provided, comprising a client-facing media processing layer for receiving client-initiated (user) transaction request and linking clients and enterprise resources by a plurality of media types; a processing layer for processing client transaction request to establish client communication according to enterprise rules; and a cold-contact principal media interactive interface (see col. 4, lines 35-67); comprising:

- ◆ a user interface through which users may establish a connection with the system through user of a personal computer (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ A central processor which provides for establishing a line of communication between the users and the agent based on a mode (type of media) of communication selected by

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the user (see abstract, col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the Andrew's system with the teaching of Beck to include a user interface in order to enable the user to select the mode of communication. Therefore, the modified system would have been enable the agent or company representative to respond intelligently and efficiently to customer problems.

6. In the claim 2, Beck et al. teaches the mode of communication include at least one of: audio communication, video communication, and data communication (see col. 4, lines 35-67).

7. In the claim 3, Beck et al. teaches the user interface provides a connection to a data network and the user establish a connection through the interface using a web browser (see col.4, lines 35-67).

8. In the claim 4, Beck et al. teaches the data network is the Internet (see col.4, lines 35-67).

9. In the claim 5, Beck et al. teaches the user interface provides for connections established over a Public Switched Telephone (see figure 1).

10. In the claim 6, Beck et al. teaches the system is incorporated in a network server (see figure 1).

11. In the claim 7, Beck et al. teaches agent interface provides for connections established over a Local Area Network (LAN) (see figure 1).

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12. In the claim 8, Andrews et al. teaches the first predetermined condition is unavailability of an agent, and the second predetermined condition is the agent becoming available to receive the connection stored in the queue (see col. 15, lines 10-12, col.16, lines 55-67, col.17, lines 1-2).

13. In the claim 10, Andrews teaches performance information may be accessed and viewed through use of the agent monitoring module (see col. 3, lines 15-18, the central controllers are adapted to generate the control signals based upon status messages received from the agent systems, requested service data from the network, and optimization parameters, see col. 6, lines 50-55).

14. In the claim 11, Beck et al. teaches a first memory which includes user interface screen displays which are presented to the users that have established a connection through the user interface (see col.4, lines 35-67).

15. In the claim 13, Andrews et al. teaches the status includes at least one of: agents currently active, identification information for connections in the queue, change of agent status (see col.6, lines 50-67, see col. 14, lines 1-5).

16. In the claims 14, 25, 26, Andrews et al. teaches the system further includes a call back processing module which provides for the entry of call back information by the system user, and which periodically performs a search to locate relevant entries for which call back procedures are initiated (see col. 16, lines 62-67).

17. In the claim 15, Andrews et al. discloses the central controllers (central processor) are adapted to generate the control signals based upon status messages received from the agent

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systems, requested service data from the network, and optimization parameters (see col. 3, lines 15-20); comprising:

- ◆ presenting an interactive screen display to at least one of the agents through which status information for the at least one agent may be entered; receiving change in status information from one of the agents, and changing the status of the agent accordingly (see figure 2, 6A, 6B, col. 13, lines 45, 52, the interface 452 also permits the user of the workstation to request that the active central controller change the call availability status of the workstation to permit the workstation to place an outgoing call, although it is important to note that the control and service request functions permitted by the graphical interface 452 are subject to the control of the active central controller. In other words, although the workstation may request that its call available status be changed, unless permitted by the active central controller, the user workstation may not change the availability of the workstation to receive an outside call);
- ◆ performing a search to determine if an agent is available to establish a connection with the at least one user (see col. 3, lines 15-18, the central controllers are adapted to generate the control signals based upon status messages received from the agent systems, requested service data from the network, and optimization parameters, see col. 6, lines 50-55);
- ◆ providing the personal information (e.g., telephone number, customer account number, Internet address, etc.) To the agent through a second screen display and establishing the

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connection between the user and the agent (see col. 12, lines 38-40, based upon caller-identifying information received from the call (e.g., telephone number, customer account number, Internet address, etc., so as to permit the individual agent to be better able to handle the call);

- ◆ if an agent is unavailable, placing the at least on user's connection in a queue until one of the agent becomes available (see col. 15, lines 10-12, see col. 17, lines 37-40);
- ◆ compiling the agent status information and compiling for view in a display (see col. 3, lines 15-18, the contral controllers are adapted to generate the control signals based upon status messages received from the agent systems, requested service data from the network, and optimization parameters, see col. 6, lines 50-55).

However, Andrews et al. does not disclose providing for establishing a line communication between the users and the agents based on a mode of communication selected by the user.

Beck et al. teaches an enterprise-hosted multimedia telecommunication center is provided, comprising a client-facing media processing layer for receiving client-initiated (user) transaction request and linking clients and enterprise resources by a plurality of media types; a processing layer for processing client transaction request to establish client communication according to enterprise rules; and a cold-contact principal media interactive interface (see col. 4, lines 35-67); comprising:

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- ◆ a user interface through which users may establish a connection with the system through user of a personal computer (see col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35);
- ◆ A central processor which provides for establishing a line of communication between the users and the agent based on a mode (type of media) of communication selected by the user (see abstract, col.4, lines 35-67, col.8, lines 1-14, col. 9, lines 30-35, col.11, lines 25-32, col. 12, lines 15-25, col.14, lines 15-64, col.15, lines 1-37, col.16, lines 1-5, col.17, lines 1-35).

Thus, it would have been obvious to one of ordinary skill in the art at the time of the invention was made to modify the Andrew's system with the teaching of Beck to include a user interface in order to enable the user to select the mode of communication. Therefore, the modified system would have been enable the agent or company representative to respond intelligently and efficiently to customer problems.

18. In the claim 16, Andrews et al. teaches a connection is placed in the queue, presenting a third interactive screen display which includes least one hypertext link to the at least on user, wherein a connection is established to a designated website when one of hypertext links is chosen (see col. 15, lines 10-12, col.17, lines 35-40).

19. In the claim 17, Beck et al. teaches the at least one user establishes a connection over a data network (see col. 4, lines 25-67).

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20. In the claim 18, Beck et al. teaches the data network is the Internet (see figure 1).
21. In the claim 19, Beck et al. teaches the at least one user establishes a connection over the PSTN (see figure 1).
22. In the claim 20, Beck et al. teaches the connection to the agent are established over a Local Area Network (LAN)(see figure 1).
23. In the claim 21, Beck et al. teaches the mode of communication include at least one of: video, audio, and data (see col.4, lines 25-65).
24. In the claims 23, 24, Andrews et al. teaches the step of storing performance information for selected numbers of the agents and displaying the performance information up receipt of a valid request (see col.13, lines 65-67, col. 14, lines 1-5).
25. In the claim 27, Andrews et al. teaches the step of presenting to the user an informational screen display containing personal data with regards to agent when the connection is established (see col.12, lines 35-40).
26. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period

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will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Conclusion


27. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chuong Ho whose telephone number is (703)306-4529. The examiner can normally be reached on Monday-Friday from 9am to 3pm.

28. If attempt to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wellington, Chin, can be reached on (703)305-4633.

Any inquiry of a general nature or relating to the status of this application or proceeding should be direct to the group receptionist whose telephone number is (703) 305-3900.

CH

Date 09-05-02


WELLINGTON CHIN
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600